

inquiries should be directed to the Director of Personnel, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2022.

General Inquiries Persons desiring information on consumer protection, restraint of trade questions, or to register a complaint, should contact the Federal Trade Commission or the nearest regional office.

Publications A copy of the *Federal Trade Commission—"Best Sellers,"* which lists publications of interest to the

general public, is available free upon request from the Public Reference Section, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2222. TTY, 202-326-2502.

Over 140 of the Commission's consumer publications are also available online. The FTC Consumerline gopher service is located on the Internet at CONSUMER.FTC.GOV 2416. For World Wide Web access, the Uniform Resource Locator is GOPHER://CONSUMER.FTC.GOV:2416.

For further information, contact the Director, Office of Public Affairs, Federal Trade Commission, Pennsylvania Avenue at Sixth Street NW., Washington, DC 20580. Phone, 202-326-2180.

GENERAL SERVICES ADMINISTRATION

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-708-5082

| | |
|---|---------------------------------|
| Administrator of General Services | ROGER W. JOHNSON |
| Deputy Administrator | THURMAN M. DAVIS, <i>Acting</i> |
| Chief of Staff | BARBARA O. SILBY |
| Special Counsel, Office of Ethics | ALLIE B. LATIMER |
| Associate Administrator for Equal Employment Opportunity | YVONNE T. JONES |
| Associate Administrator for Enterprise Development | MIRINDA JACKSON, <i>Acting</i> |
| Deputy Director for Small and Disadvantaged Business Utilization | MIRINDA JACKSON |
| Deputy Director for Training and Compliance | ROSALINDA CASTILLO |
| Associate Administrator for Congressional and Intergovernmental Affairs | WILLIAM R. RATCHFORD |
| Associate Administrator for Public Affairs | HENRY CONNORS, <i>Acting</i> |
| Associate Administrator for Management Services and Human Resources | MARLENE M. JOHNSON |
| Deputy Associate Administrator | JACK J. LANDERS |
| Director of Workplace Initiatives | FAITH WOHL |
| Director of Personnel | GAIL P. LOVELACE |
| Director of Management Controls and Evaluation | JOHN H. DAVENJAY |
| Director of Management Services | GREGORY L. KNOTT |
| Director of Quality Management and Training | JON R. HALSALL |
| Controller | JON A. JORDAN |
| Director of the Executive Secretariat | ERIC DODDS |
| Director of Labor Management Partnership and Information Technology | DONALD P. HEFFERNAN |
| Associate Administrator for FTS2000 | ROBERT J. WOODS |

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|--|---------------------------------|
| Deputy Associate Administrator | WILLIAM P. CUNNANE |
| Inspector General | WILLIAM R. BARTON |
| Deputy Inspector General | JOEL S. GALLAY |
| Assistant Inspector General for Auditing | WILLIAM E. WHYTE, JR. |
| Assistant Inspector General for Investigations | JAMES E. HENDERSON |
| Assistant Inspector General for Quality Management | LAWRENCE J. DEMPSEY |
| Assistant Inspector General for Administration | JAMES E. LE GETTE |
| Counsel to the Inspector General | KATHLEEN S. TIGHE, |
| Director, Internal Evaluation Program | ANDREW A. RUSSONIELLO |
| Chairman, GSA Board of Contract Appeals | STEPHEN M. DANIELS |
| Vice Chairman | ROBERT W. PARKER |
| Board Counsel | WILBUR T. MILLER |
| Clerk of the Board | BEATRICE JONES |
| Chief Financial Officer | DENNIS J. FISCHER |
| Director of Budget | WILLIAM B. EARLY, JR. |
| Director of Finance | ROBERT E. SUDA |
| Director of Financial Management | CAROLE A. HUTCHINSON |
| Director of Financial Management Systems | WILLIAM J. TOPOLEWSKI |
| Associate Administrator for Acquisition Policy | IDA USTAD |
| Executive Officer | A. TONI HAZLEWOOD |
| Director of GSA Acquisition Policy | PAUL M. LYNCH |
| Director of Federal Acquisition Policy | C. ALLEN OLSON |
| Director, Federal Acquisition Institute | JOHN BLUMENSTEIN, <i>Acting</i> |
| General Counsel | EMILY CLARK HEWITT |
| Special Counsel to the General Counsel | MICKI CHEN |
| Associate General Counsel for General Law | LAURENCE HARRINGTON |
| Associate General Counsel for Personal Property | VINCENT CRIVELLA |
| Associate Administrator for Real Property | SHARON A. ROACH |

INFORMATION TECHNOLOGY SERVICE

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-1000

| | |
|--|--------------------------------|
| Commissioner, Information Technology Service | JOE M. THOMPSON |
| Deputy Commissioner | G. MARTIN WAGNER |
| Senior Advisor | IRA JEKOWSKY |
| Business Industry Outreach Director | JOEL ODOM |
| Deputy Commissioner for Information Technology Policy and Leadership | FRANCIS A. McDONOUGH |
| Assistant Commissioner | FRED L. SIMS |
| Deputy Commissioner for Emerging Technology Implementation | RONALD L. PIASECKI |
| Deputy Commissioner (Controller) for Resources Management | LINDA F. VANDENBURG |
| Assistant Commissioner | SHEREEN G. REMEZ |
| Deputy Commissioner for Information Technology Acquisition | JAMES ARRINGTON, <i>Acting</i> |
| Deputy Chief Information Officer for GSA-Wide Information Technology | DONALD L. VENNEBERG |
| Deputy Commissioner for Information Security | THOMAS R. BURKE, <i>Acting</i> |
| Deputy Commissioner for Information Technology Integration | LAWRENCE S. COHAN |

| | |
|--|-----------------|
| Deputy Assistant Commissioner | CHARLES A. SELF |
| Deputy Commissioner for Local Telecommunications | DON HARDESTY |
| Deputy Assistant Commissioner | JAMES EDWARDS |

FEDERAL SUPPLY SERVICE

1941 Jefferson Davis Highway, Arlington, VA; Mailing address: Washington, DC 20406
Phone, 703-305-6667

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|--|----------------------------------|
| Commissioner, Federal Supply Service | FRANK P. PUGLIESE, JR. |
| Deputy Commissioner | DONNA D. BENNETT |
| Chief of Staff | PATRICIA M. MEAD |
| Controller | JOHN B. CONRAD, <i>Acting</i> |
| Director of Transportation Audits | JEFFREY THURSTON |
| Assistant Commissioner for Distribution Management | BRIAN FREEMAN |
| Assistant Commissioner for Business Management and Marketing | REBECCA R. RHODES, <i>Acting</i> |
| Assistant Commissioner for Quality and Contract Administration | F. DONALD GENOVA, <i>Acting</i> |
| Assistant Commissioner for Acquisition | WILLIAM N. GORMLEY |
| Assistant Commissioner for FSS Information Systems | RAYMOND J. HANLEIN |

PUBLIC BUILDINGS SERVICE

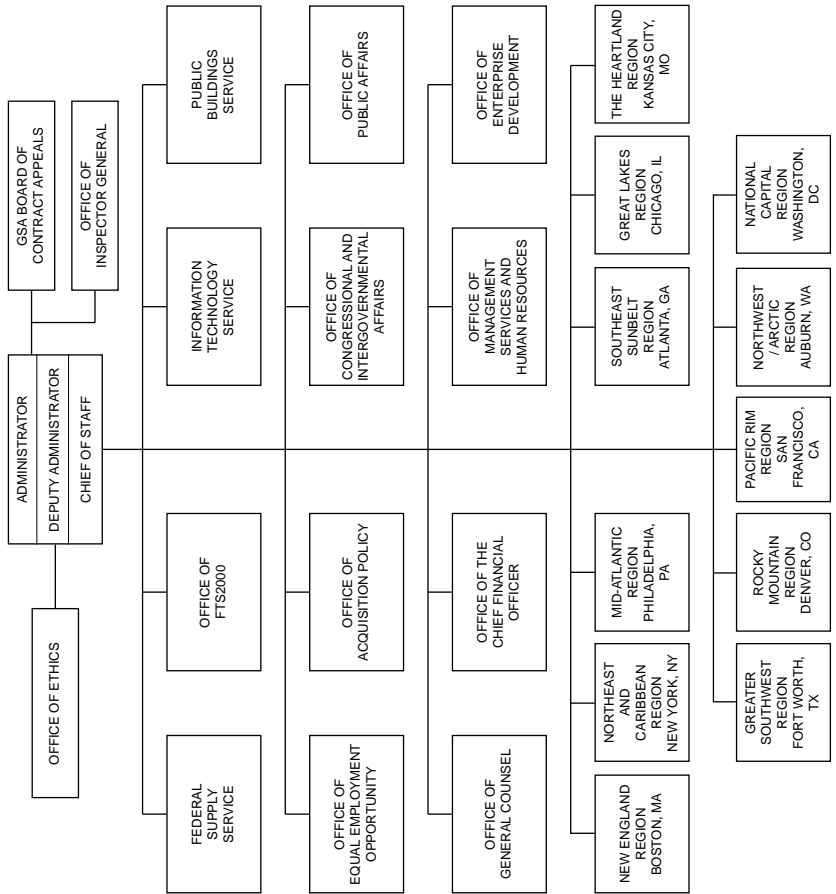
General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-1100

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|--|----------------------------------|
| Commissioner, Public Buildings Service | KENNETH R. KIMBROUGH |
| Deputy Commissioner | DAVID L. BIBB |
| Chief of Staff | ANN W. EVERETT |
| Controller | THOMAS M. SHERMAN |
| Acquisition Executive | SHARON R. JENKINS |
| Assistant Commissioner for Business Development | JAMES A. WILLIAMS |
| PBS Chief Information Officer | STEVEN R. MEAD |
| Assistant Commissioner for Commercial Broker | HILARY W. PEOPLES, <i>Acting</i> |
| Assistant Commissioner for the Federal Protective Service | GARRETT J. DAY |
| Assistant Commissioner for Fee Developer | JAMES B. STEWART, <i>Acting</i> |
| Assistant Commissioner for Property Disposal | BRIAN K. POLLY |
| Assistant Commissioner for Governmentwide Real Property Policy | ROBERT J. DiLUCHIO |
| Assistant Commissioner for Portfolio Management | JUNE V. HUBER |
| Assistant Commissioner for Property Management | JAMES F. STEELE |

[For the General Services Administration statement of organization, see the *Code of Federal Regulations*, Title 41, Part 105-53]

The General Services Administration establishes policy for and provides economical and efficient management of Government property and records, including construction and operation of buildings; procurement and distribution of supplies;

GENERAL SERVICES ADMINISTRATION



utilization and disposal of property; transportation, traffic, and communications management; and management of the Governmentwide automatic data processing resources program. Its functions are carried out at three levels of organization: the central office, regional offices, and field activities.

The General Services Administration (GSA) was established by section 101 of the Federal Property and Administrative Services Act of 1949 (40 U.S.C. 751).

Acquisition Policy The Office of Acquisition Policy plans, directs, and coordinates a comprehensive, agencywide acquisition policy program, including the establishment of major agency acquisition goals and objectives.

The Office of Acquisition Policy has a major role in developing, maintaining, issuing, and administering guiding principles via the Federal Acquisition Regulation (FAR), which is applicable to all Federal agencies. It chairs the Civilian Agency Acquisition Council and provides administrative support through the FAR Secretariat. The Office develops GSA implementing and supplementing principles required by FAR, which is published as the General Services Administration Acquisition Regulation.

The Office manages the agency's internal system for the suspension and debarment of nonresponsive contractors and a Governmentwide system for exchanging information on debarred, suspended, and ineligible parties. The Office also is responsible for overseeing the agency's acquisition information system and serves as agency coordinator for the Federal Procurement Data System.

The Office's Federal Acquisition Institute fosters and promotes Governmentwide career management and training programs to develop a professional workforce and coordinates Governmentwide studies to improve the procurement process.

For further information, call 202-501-1043.

Enterprise Development The mission of the Office of Enterprise Development is to promote and facilitate programs and activities that support an environment that provides "Access to Opportunity" to small, minority, and women business owners to participate in GSA contracting nationwide. To accomplish this, the Office plans, implements, and evaluates comprehensive agencywide procurement preference programs, including: the Small Business Program, the Women in Business Program, the Minority Business Enterprise Program, the Subcontracting Program, and the Mandatory Source Program, among others.

The Office coordinates and develops policies that regulate the operation and implementation of the Small Business Programs under sections 8 and 15 of the Small Business Act. The Office, through the Business Service Center Program, provides assistance, information, and counseling to small businesses interested in pursuing Federal Government contracts, and conducts outreach, seminars, liaison, and source listing for small and disadvantaged businesses.

The Business Service Centers assist agency procurement officials in the establishment of subcontracting plans and act as liaisons between GSA and the Small Business Administration. The Business Service Centers conduct on-site reviews of vendor subcontracting plans to ensure compliance with the terms of the approved plan.

For further information, call 202-501-1021.

Business Service Center Directory

| Region | Address | Telephone |
|---|---|--------------|
| NATIONAL CAPITAL REGION—Washington, DC | 7th and D Sts. SW., 20407 | 202-708-5804 |
| NEW ENGLAND REGION—Boston, MA | 10 Causeway St., 02222 | 617-565-8100 |
| NORTHEAST AND CARIBBEAN REGION—New York, NY | 26 Federal Plz., 10278 | 212-264-1234 |
| MID-ATLANTIC REGION—Philadelphia, PA | Rm. 808, 100 Penn Sq. E., 19107-3396 | 215-656-5523 |
| SOUTHEAST SUNBELT REGION—Atlanta, GA | Rm. 2900, 401 W. Peachtree St. NW., 30303 | 404-331-5103 |

Business Service Center Directory—Continued

| Region | Address | Telephone |
|---|---------------------------------|--------------|
| GREAT LAKES REGION—Chicago, IL | 230 S. Dearborn St., 60604 | 312-353-5383 |
| THE HEARTLAND REGION—Kansas City, MO | 1500 E. Bannister Rd., 64131 | 816-926-7203 |
| GREATER SOUTHWEST REGION—Fort Worth, TX | 819 Taylor St., 76102 | 817-334-3284 |
| ROCKY MOUNTAIN REGION—Denver, CO | Denver Federal Ctr., 80225-0006 | 303-326-7408 |
| PACIFIC RIM REGION—San Francisco, CA | 525 Market St., 94105 | 415-744-5060 |
| NORTHWEST/ARCTIC REGION—Auburn, WA | GSA Ctr., 98001 | 206-931-7957 |

Contract Appeals The General Services Administration Board of Contract Appeals is responsible for resolving disputes arising out of contracts with the General Services Administration, the Department of the Treasury, the Department of Education, the Department of Commerce, and other independent Government agencies. The Board is also empowered to hear and decide protests arising out of automatic data processing procurements Governmentwide. Although the Board is located within the agency, it functions as an independent tribunal.

For further information, contact the Board of Contract Appeals (G), General Services Administration, Washington, DC 20405. Phone, 202-501-0720.

Ethics The Office of Ethics is responsible for developing and directing the agency's programs governing employee standards of ethical conduct.

For further information, call 202-501-0765.

Equal Employment Opportunity The Office of Equal Employment Opportunity is responsible for the agency's equal employment opportunity program.

For further information, call 202-501-0767.

FTS2000 The Office of Federal Telecommunications System 2000 (FTS2000) provides common-user, long-distance telecommunications services. The FTS2000 program offers the Federal Government low-cost, state-of-the-art, integrated voice, data, and video telecommunications. Program services are provided through two multi-billion dollar, 10-year contracts that were awarded to the American Telephone & Telegraph Company (AT&T) and Sprint in December 1988.

This Office provides leadership, policy, program direction, and program oversight for ensuring a timely, high-quality, innovative, and cost-effective Governmentwide program for intercity telecommunications services.

For further information, call 703-760-7790.

Information Technology Service

The Information Technology Service is responsible for the coordination and direction of a comprehensive, Governmentwide program for the management, procurement, and utilization of automated data processing and local telecommunications equipment and services; planning and directing programs for improving Federal records and information management practices; and providing information to the public through the Federal Information Center.

Governmentwide Information Resources Management Assistance The General Services Administration provides Governmentwide programs to assist Federal agencies in managing their information resources. The Office of Information Technology Integration (ITI) provides technical and contracting assistance through three complementary programs: the Federal Systems Integration and Management System (FEDSIM); the Federal Computer Acquisition Center (FEDCAC); and the Federal Information System Support Program (FISSP). This assistance is provided on a reimbursable, nonmandatory basis to agencies utilizing the system.

FEDSIM provides technical and contractual services to Federal agencies in acquisition, integration, management, and the use of information systems and information technology.

FEDCAC competitively conducts large dollar value information processing resources acquisitions for Federal agencies. These acquisitions include systems hardware; systems software; and associated services such as maintenance, training, and systems analysis support.

FISSP allows ITI to consolidate relatively small, quick-reaction, technical services project requirements for other agencies in order to reduce costs.

For further information, contact the Office of Information Technology Integration, Suite 1100, 5203 Leesburg Pike, Falls Church, VA 22041. Phone, 703-756-4100.

Information Technology Policy and Leadership The Service plans, develops, and directs a Governmentwide program to help agencies improve their acquisition, management, and use of information technology. The Service develops and issues Governmentwide policies and regulations on information technology acquisition, management, and use. It promotes the development of a technologically competent Federal workforce through management assistance programs, such as the Trail Boss Program, that help Federal agencies prepare for, conduct, and implement major information technology acquisitions.

For further information, contact the Office of Information Technology Policy and Leadership. Phone, 201-501-0202.

Information Technology Acquisition The Service plays a major role in the Governmentwide procurement of Federal Information Processing (FIP) and telecommunications hardware, software, and services. In providing its acquisition services, the agency seeks out and obtains the best buys; obtains the best leasing and/or purchase price arrangements; negotiates long-term procurement actions to achieve cost reductions; and continually strives to improve Federal procurement practices.

For further information, contact the Office of Information Technology Acquisition. Phone, 202-501-1072.

Telecommunications Services The Service develops policies and procedures and defines standards for GSA's Local

Service Program. Under this program, the agency provides telecommunications services and products to Federal agencies at locations where it is economically beneficial. The Service also plays a major role in Governmentwide activities.

The Service is presently moving forward with an Aggregated Systems Procurement Program that replaces local telecommunications systems and upgrades service at selected locations nationwide. It has implemented the replacement of the large tariffed system in the Nation's Capital with the Washington Interagency Telecommunications System and has placed purchase-of-telecommunications-services contracts nationwide except for the New England area and Alaska to satisfy the Government's requirements for customer-provided telecommunications equipment and services. These requirements can be satisfied in New England using the Aggregated Systems Procurement Program contract and in Alaska using other telecommunications contracts. The Service also administers a nationwide telecommunications support services contract.

The Service manages and administers the National Security Emergency Preparedness Telecommunications Program activities. It ensures that the agency supports Governmentwide national security and domestic emergency plans, including those promulgated by the National Communications System.

For further information, contact the Office of Local Telecommunications Services. Phone, 202-606-9000.

Information Security The Office of Information Security provides worldwide support to all Government activities conducting sensitive and classifies national security, diplomatic, and Department of Defense missions. The Office provides a comprehensive range of services for information systems and participates in the development of Governmentwide information security policies in support of Federal, civil, and Department of Defense activities. This

Office provides the technical expertise, personnel, logistics, training, and facilities necessary to manage and support critical Government communications.

For further information, contact the Office of Information Security. Phone, 202-708-7000.

Office of Emerging Technology The Office of Emerging Technology plans, manages, and directs activities that promote the identification, development, and use of current and emerging technologies in the Federal Government. The Office develops strategies for integrating Federal, State, and local government applications to form a synergetic approach to use information technology to improve the delivery of government services; compiles trend information of emerging technologies to support efforts to improve government services; identifies information technology tools, applications, and effective implementation strategies to improve government performance; plans, develops, and implements multiagency and intergovernmental information technology pilots and prototypes to validate concept of operation and assess the viability for Governmentwide implementation; and establishes benchmarks on best practices of governmental applications of information technology. The Office oversees the implementation of new and proven information technology applications that will improve the delivery of government services provided by Federal, State, local, and tribal governments. The Office also serves as the Governmentwide program offices for Electronic Commerce, Electronic Mail, Information Technology Accommodations and the Security Infrastructure Program Management Office.

For further information, contact the Office of Emerging Technology. Phone, 202-501-0308.

Federal Information Center Program The Federal Information Center Program, a clearinghouse for information about the Federal Government, can eliminate the maze of referrals that people have experienced in contacting the Federal Government. Persons with questions

about a Government program or agency, and who are unsure of which office can help, may call the Center. A specialist will either answer the question or locate an expert who can.

Residents of more than 80 metropolitan areas have direct access to the Center via toll-free (800) telephone service, and callers in four States—Iowa, Kansas, Missouri, and Nebraska—have statewide toll-free service. Users of telecommunications devices for the deaf (TDD/TTY) may call a nationwide toll-free number: 800-326-2996.

For further information, call the Federal Information Center number for your area.

Federal Information Centers—General Services Administration

(Review the areas listed below. If your area is listed, call 800-688-9889. If your area is not listed, call 301-722-9000. TDD/TTY users should call 800-326-2996.)

| State | City |
|----------------------|---|
| ALABAMA | Birmingham, Mobile |
| ALASKA | Anchorage |
| ARIZONA | Phoenix |
| ARKANSAS | Little Rock |
| CALIFORNIA | Los Angeles, Sacramento, San Diego, San Francisco, Santa Ana |
| COLORADO | Colorado Springs, Denver, Pueblo |
| CONNECTICUT | Hartford, New Haven |
| DELAWARE | Wilmington |
| FLORIDA | Fort Lauderdale, Jacksonville, Miami, Orlando, St. Petersburg, Tampa, West Palm Beach |
| GEORGIA | Atlanta |
| HAWAII | Honolulu |
| IDAHO | Boise |
| ILLINOIS | Chicago |
| INDIANA | Gary, Indianapolis |
| IOWA | From all points |
| KANSAS | From all points |
| KENTUCKY | Louisville |
| LOUISIANA | New Orleans |
| MAINE | Portland |
| MARYLAND | Baltimore |
| MASSACHUSETTS | Boston |
| MICHIGAN | Detroit, Grand Rapids |
| MINNESOTA | Minneapolis |
| MISSISSIPPI | Jackson |
| MISSOURI | St. Louis |
| MONTANA | Billings |
| NEBRASKA | Omaha |
| NEVADA | Las Vegas |
| NEW HAMPSHIRE | Portsmouth |
| NEW JERSEY | Newark, Trenton |
| NEW MEXICO | Albuquerque |
| NEW YORK | Albany, Buffalo, New York, Rochester, Syracuse |
| NORTH CAROLINA | Charlotte |
| NORTH DAKOTA | Fargo |
| OHIO | Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo |
| OKLAHOMA | Oklahoma City, Tulsa |
| OREGON | Portland |
| PENNSYLVANIA | Philadelphia, Pittsburgh |
| RHODE ISLAND | Providence |

Federal Information Centers—General Services Administration—Continued

(Review the areas listed below. If your area is listed, call 800-688-9889. If your area is not listed, call 301-722-9000. TDD/TTY users should call 800-326-2996.)

| State | City |
|----------------------|--|
| SOUTH CAROLINA | Greenville |
| SOUTH DAKOTA | Sioux Falls |
| TENNESSEE | Chattanooga, Memphis, Nashville |
| TEXAS | Austin, Dallas, Fort Worth, Houston, San Antonio |
| UTAH | Salt Lake City |
| VERMONT | Burlington |
| VIRGINIA | Norfolk, Richmond, Roanoke |
| WASHINGTON | Seattle, Tacoma |
| WEST VIRGINIA | Huntington |
| WISCONSIN | Milwaukee |
| WYOMING | Cheyenne |

Federal Information Relay Service (FIRS)

The Federal Information Relay Service serves as an intermediary between hearing individuals and individuals who are deaf, hard of hearing, and speech-impaired for nationwide communications with and within the Federal Government. The Service enables Federal employees to conduct official duties and allows the general public to conduct business with the Federal Government and its agencies. FIRS also encourages direct communications between individuals using telecommunications devices for the deaf (TDD/TTY's) by maintaining an on-line bulletin board and by publishing an annual directory of Federal TDD/TTY telephone numbers.

To utilize the Federal Information Relay Service, call 800-877-8339 (toll-free). To obtain a FIRS brochure call 800-877-0996 (toll-free). These numbers serve both voice and TDD/TTY calls.

To access the Federal Information Relay Service bulletin board of TDD/TTY numbers, call 800-877-8845 (toll-free).

For a free copy of the directory, write to: U.S. Government TDD Directory, Dept. 588B, Customer Information Center, Pueblo, CO 81009.

For further information, contact the Office of Emerging Technology. Phone, 202-501-1937 (voice) or 202-501-2860 (TDD).

Specialized Data Centers The Service operates several programs that collect and maintain information on equipment of interest to the public and the private sector.

The Federal Procurement Data Center provides information regarding goods and services bought by the Federal Government. The Center is a unique source of consolidated information about Federal purchases, and the data is readily available through reports prepared by the Center.

The Federal Equipment Data Center operates the Automatic Data Processing Equipment Data System Program, which collects and maintains information regarding general-purpose processing equipment being used by the Federal Government. Information is collected and disseminated on federally operated domestic assistance programs, such as grants, and is available in an annual catalog and through a nationally accessible computer system.

For further information, contact the Automated External Information Division. Phone, 703-235-2870.

Domestic Assistance Catalog The Federal Domestic Assistance Catalog Program collects and disseminates information on all federally operated domestic assistance programs such as grants, loans, and insurance. This information is published annually in the Catalog of Federal Domestic Assistance, and is available through the Federal Assistance Programs Retrieval System, a nationally accessible computer system.

For further information, contact the Federal Domestic Assistance Catalog staff. Phone, 202-708-5126.

Federal Supply Service

The Federal Supply Service (FSS) provides leadership, through policy, guidance, and service delivery, which assures that the Federal Government's requirements for personal property and administrative services are effectively met at the least overall cost to the taxpayer. Towards this goal, FSS operates a worldwide supply system to contract for and distribute personal property and services to Federal agencies. FSS provides Governmentwide programs for transportation, mail and travel management, transportation audits, Federal fleet management, and management of aircraft owned or

operated by civilian agencies in support of their missions; and administers a Governmentwide property management program for the utilization of excess personal property and the donation and sale of surplus personal property.

The Service provides over \$8 billion annually in common-use goods and services. The Supply and Procurement business line of FSS uses the aggregate purchasing power of the Government to establish sources of supply for commonly used business, operational, administrative, and financial supplies and services. Over 98 percent of the support provided by the business line is for commercial items and services, and 90 percent is delivered directly to customers. Almost 80 percent of the supply and procurement business volume is from orders directly placed by customers, under contracts established by FSS. FSS also operates a distribution system that makes 5 million deliveries a year of common office supplies, direct to customer desktops, within 48 hours of their orders. Another 7 million customer deliveries are made within 2 weeks from over 15,000 high-demand items, including overnight support for national emergencies and disaster relief. In compliance with applicable laws, regulations, and Executive orders, FSS helps the Government conserve energy, recycle used materials, and purchase products that are environmentally sound.

Each year FSS establishes numerous multimillion-dollar contracts for environmentally oriented products—ranging from recycled items such as retread tires, office supplies, and insulation, to shipping boxes with recycled content, to energy and water saving devices, and to reformulated industrial products.

To eliminate unnecessary expenditures and maximize the utilization of federally owned personal property, FSS directs and coordinates, on a worldwide basis, a Government property management program. Under this program, excess personal property valued at approximately \$12.3 billion annually is available for transfer to other agencies and, when no longer needed by the Federal Government, is allocated to the

States for donation to eligible recipients or disposed of through competitive public sales.

The Federal Supply Service administers Governmentwide programs for transportation and travel management, transportation audits, and fleet management to meet the requirements of Federal agencies.

To provide agencies with economical fleet management services, FSS manages an Interagency Fleet Management System (IMFS) comprised of approximately 145,000 vehicles, ranging from compact sedans to buses and ambulances. As part of the services provided, GSA acquires the vehicles, ensures that fuel and maintenance/repair services are available, and disposes of the vehicles when due for replacement. In conjunction with the Department of Energy, FSS introduced alternative fuel vehicles (AFV'S) into the Federal fleet, and currently has over 10,000 in use.

The FSS Fleet Management Program is also responsible for developing regulations and procedures governing the management and oversight of all Federal Government motor vehicles, except those exempted under the Federal Property and Administrative Services Act of 1949, as amended.

As the Government's civilian freight manager, FSS provides rating and routing services to customer agencies at 20–50 percent off commercial rates, as well as small package overnight delivery service at a savings of 70 percent below commercial rates.

In addition, FSS coordinates Governmentwide policy development for the management of Government aircraft through the Interagency Committee for Aviation Policy. Through its Federal Aviation Management Information System, FSS stores aircraft and facility inventory, cost and utilization data, and contract, rental, and charter data pertinent to all civilian agency aircraft.

For further information, contact the Federal Supply Service, Washington, DC 20406. Phone, 703–305–6646.

Public Buildings Service

The Public Buildings Service (PBS) is responsible for the design, construction,

management, operation, alteration, extension, and remodeling, owned and leased, in which accommodations for Government activities are provided, and where authorized, for the acquisition, use, custody, and accountability of GSA/PBS real property and related personal property. It has responsibility for 260 million square feet of space, excluding external parking areas, in about 7,300 federally owned or leased buildings, in addition to approximately \$6.4 billion in construction projects currently underway. The President issued Executive Order 12512, dated April 12, 1985, which gave PBS the responsibility to provide leadership in the development and maintenance of needed property management information systems for the Government.

For further information, call 202-501-1100.

Office of the Commercial Broker

The Commercial Broker acquires real property through leases and purchases and directs the development of procedures and specifications related to real property acquisitions, including leasing, building purchases, site acquisition, and easements; marketing vacant space; outleasing vacant space; appraisals and initial assignments of space; lease acquisition delegations; space planning; requirements development; buildout of space; cost estimates; installation of telecommunications/local area networks; furniture procurement, and disposal.

For further information, contact the Office of Real Property Development. Phone, 202-501-1025.

Office of Property Management

The Office of Property Management develops and administers programs to: manage and operate Government-owned and leased property; processes related to maintaining space assignments after initial occupancy; manage and administer leases and outleases; ensure service delivery to tenants; distribute rent bills; administer day-to-day operation of occupancy agreements with client agencies; safeguard Federal employees

from hazardous exposure to GSA operations or services and environmental matters related to building operations and alterations; fire protection for all facilities and personnel; alter buildings, systems, and space after initial tenant occupancy; design and construction of alterations, excluding major modernizations; assist regions on procurement issues related to contracting; procure construction, building services, professional services, and architect-engineer services; provide oversight of delegations of authority to agencies for operation and management of Government-owned and/or -operated buildings; guide delegated agencies in lease management, administrative contracting officer, and contracting officer's representative activities.

For further information, contact the Office of Property Management. Phone, 202-501-0971.

Office of the Fee Developer

The Office of the Fee Developer plans, directs, and coordinates the nationwide operation of the Fee Developer business line within PBS. This Office represents the Fee Developer in agency dealings of national scope with other executive branch agencies, the legislative and judicial branches, and other Government and private-sector interests. It plans, guides, and accommodates temporary and extraordinary real property planning and development efforts requiring enhanced national emphasis and direction, when required by the PBS Commissioner. The Office defines, articulates, advocates, promotes, and interprets PBS vision and principles for excellence in public architecture, engineering, and construction. The Office of Fee Developer maintains arrangements for eliciting advisory input from nationally renowned design professionals on major product design commissions and design solutions; fosters design quality through sponsorship of award, peer review, and other similar programs; and directs, coordinates, and performs all personnel management and administrative support functions for the Office of the Fee Developer.

For further information, contact the Office of the Fee Developer. Phone, 202-501-0887.

Office of the Federal Protective Service

The Office of the Federal Protective Service develops and administers guidelines and standards for uniformed force operations, investigates criminal offenses not involving GSA employees, and conducts limited pre-appointments. The Office conducts preliminary investigations of accidents, incidents, and criminal complaints occurring on GSA-controlled property. The Federal Protective Service coordinates with appropriate Federal Emergency Management Agency representatives for security and law enforcement requirements. It gathers protective intelligence information pertaining to demonstrations, bomb threats, and other criminal activities. The Office provides centralized communication, alarm monitoring, and coordination for State and Federal officials regarding Federal facilities. The Office of the Federal Protective Service develops a nationwide physical security protection program and coordinates a nationwide Occupant Emergency Program.

For further information, contact the Office of the Federal Protective Service. Phone, 202-501-0907.

Office of Property Disposal

The Office of Property Disposal develops and administers programs related to the utilization of excess and surplus real property; disposal of surplus real property by sale, exchange, lease, assignment, transfer, permit; protection and maintenance of excess and surplus property pending disposition disposal of Defense Industrial Reserve Plants; and disposal services to agencies which have their own disposal authorities on a reimbursable basis, e.g., seized, forfeited, or foreclosed. The Office directs the development of a national plan to market properties and buildings. It also establishes national benchmarking standards and a customer liaison program.

For further information, contact the Office of Property Disposal. Phone, 202-501-0210.

Office of Portfolio Management

The Office of Portfolio Management plans, directs, coordinates, and evaluates the programs, functions, and activities of the portfolio management business line at the national level. The Office conducts strategic and business planning; makes capital investment decisions and obtains capital resources; manages the national portfolio of real estate and art assets; obtains the support of other service providers; evaluates portfolio and service provider performance; and provides guidance and assistance to regional portfolio managers and other business lines.

For further information, contact the Office of Portfolio Management. Phone, 202-501-0018.

Office of Business Development

The Office of Business Development directs the policy and management of the National Account Executive and Regional Account Manager programs; facilitates the development of strategic partnerships with client agencies; performs research and analysis of PBS' long-term strategic and business direction, directs the national real property strategic marketing plans and programs; develops and implements national customer outreach and public relations programs to form partnerships with key customers and raise agencies' awareness of current and future alternatives with the real estate portfolio.

For further information, contact the Office of Business Development. Phone, 202-501-0018.

Office of Governmentwide Real Property Policy

The Office of Governmentwide Real Property Policy provides executive direction and comprehensive management over the area of Governmentwide real property policy and related activities and is responsible for the development, coordination, administration, and issuance of Governmentwide real property for customers within GSA and other Federal

agencies. The Office evaluates the implementation and effectiveness of real property policies and the need for continuous improvement; directs, coordinates, develops, and administers GSA's legislative plan; represents GSA and customer agencies with the Office of Management and Budget and Congress on real property matters; ensures that the PBS position on legislation is consistent with the Governmentwide policy; and

ensures the testimony on real property issues is consistent with Governmentwide real property policy.

For further information, contact the Office of Governmentwide Real Property Policy. Phone, 202-501-0856.

Regional Offices Regional offices are located in 11 U.S. cities. Within its area of jurisdiction, each regional office is responsible for executing assigned programs.

Regional Offices—General Services Administration

| Headquarters | Address | Administrator |
|---------------------------------|---|-----------------------|
| New England Region | Boston, MA (10 Causeway St., 02222) | Robert J. Dunfey, Jr. |
| Northeast and Caribbean Region. | New York, NY (26 Federal Plz., 10278) | Karen R. Adler |
| Mid-Atlantic Region | Philadelphia, PA (100 Penn Sq. E., 19107-3396) | Paul Chistolini |
| Southeast Sunbelt Region . | Atlanta, GA (Suite 2800, 401 W. Peachtree St. NW., 30365) | Carol A. Dortch |
| Great Lakes Region | Chicago, IL (230 S. Dearborn St., 60604) | William C. Burke |
| The Heartland Region | Kansas City, MO (1500 E. Bannister Rd., 64131) | Glen W. Overton |
| Greater Southwest Region . | Fort Worth, TX (819 Taylor St., 76102) | John Poulard |
| Rocky Mountain Region | Denver, CO (Denver Federal Ctr., 80225-0006) | Polly B. Baca |
| Pacific Rim Region | San Francisco, CA (525 Market St., 94105) | Kenn N. Kojima |
| Northwest/Arctic Region | Auburn, WA (GSA Ctr., 98002) | L. Jay Pearson |
| National Capital Region | Washington, DC (7th and D Sts. SW., 20407) | Thurman M. Davis |

Sources of Information

Consumer Information Center Organized under the Office of Public Affairs is the Consumer Information Center, a program that assists Federal agencies in the release of relevant and useful consumer information and generates increased public awareness of this information. The Center publishes quarterly the *Consumer Information Catalog*, which is free to the public and lists more than 200 free or low-cost Federal consumer interest publications. Topics include health, food, nutrition, money management, employment, Federal benefits, the environment, and education. The *Catalog* is widely distributed through congressional offices, Federal facilities, educators, State and local governmental consumer offices, and private nonprofit organizations. For a free copy of the *Catalog*, write to Consumer Information Catalog, Pueblo, CO 81009. Phone, 719-948-4000. Bulk copies are free to nonprofit organizations.

For help in accessing CIC information electronically, send e-mail to cic.info@pueblo.gsa.gov. Put the words

“SEND INFO” in the body of the message.

Contracts Individuals seeking to do business with the General Services Administration may obtain detailed information from the Business Service Centers listed on page 585. Inquiries concerning programs to assist small business should be directed to one of the Business Service Centers.

Employment Inquiries and applications should be directed to the Personnel Operations Division (CPS), Office of Personnel, General Services Administration, Washington, DC 20405. Schools interested in the recruitment program should contact the Personnel Operations Division (CPS), Office of Personnel, Washington, DC 20405 (phone, 202-501-0370), and/or the appropriate regional office listed above.

Fraud and Waste Contact the Inspector General's Office at (800-424-5210 (toll free) or 202-501-1780 (in the Washington, DC, metropolitan area)).

Freedom of Information and Privacy Act Requests Inquiries concerning policies pertaining to Freedom of Information Act and Privacy Act matters should be addressed to the General Services

Administration (CAIR), Attn: GSA FOIA or Privacy Act Officer, Room 7102, Washington, DC 20405. Phone, 202-501-2691. TDD callers may use the Federal Information Relay Service (phone, 202-708-9300; fax, 202-501-2727). FOIA or Privacy Act requests concerning GSA regions should be directed to the FOIA or Privacy Act officers for the particular region. (See the listing on page 593.)

Public and News Media Inquiries The Office of Public Affairs is responsible for the coordination of responses to inquiries from both the general public and news media, as well as for maintaining an information network with agency employees with regard to items of interest to the Federal worker. The Office, through its Office of Media Relations, issues news releases. Its Office of Communications is responsible for printing the *GSA Update*, a weekly bulletin of noteworthy items designed to keep agency employees apprised of pertinent issues, and *GSA Today*, a quarterly employee magazine.

Publications Many publications are available at moderate prices through the bookstores of the Government Printing Office or from customer supply centers. Others may be obtained free or at production cost from a Business Service Center or a Federal Information Center. (See pages 585 and 588, respectively.)

The telephone numbers and addresses of the Federal Information Centers and of the Government Printing Office bookstores are listed in local telephone directories. If a publication is not distributed by any of the centers or stores, inquiries should be directed to the originating agency's service or office. The addresses for inquiries are:

Public Buildings Service (P), General Services Administration, Washington, DC 20405

Federal Supply Service (F), General Services Administration, Washington, DC 20406

Office of Finance (BC), General Services Administration, Washington, DC 20405

Information Technology Service (K), General Services Administration, Washington, DC 20405

Those who would like a brief index of publications or who are not certain of the service or office of origin should write to the Director of Publications, Office of Communications (XS), General Services Administration, Washington, DC 20405. Phone, 202-501-1235.

Small Business Activities Inquiries concerning programs to assist small businesses should be directed to one of the Business Service Centers listed on page 585.

Speakers Inquiries and requests for speakers should be directed to the Office of Public Affairs (X), General Services Administration, Washington, DC 20405 (phone, 202-501-0705); or contact the nearest regional office.

For further information concerning the General Services Administration, contact the Office of Public Affairs (X), General Services Administration, Washington, DC 20405. Phone, 202-501-0705.